



# Press Release

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## **FOR IMMEDIATE RELEASE**

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## **SCRS Releases Initial Results of Aftermarket Parts Study**

*Initial data shows high level of parts returns. SCRS requests that repairers assist by completing a form when they order certified aftermarket parts.*

Richland, Washington, May 13, 2004 - The Society of Collision Repair Specialists (SCRS) has released the preliminary results from a study that focused on the distribution and quality issues surrounding non-OEM parts. Beginning late last summer, SCRS disseminated an aftermarket parts data collection form to collision repairers all across the country and requested that they fill out the form when they ordered certified aftermarket parts such as lamps, sheet metal and bumpers.

According to Dan Risley, Executive Director of SCRS, "Although the data is not statistically valid due to the small sampling of returned surveys, the results illustrate several trends and a few that conflict with what several non-OEM parts manufacturers, certifiers and distributors have reported to the industry."

As an example, it has been reported that the return rate of aftermarket parts is less than 10%. Our study shows an alarming 49% of the 118 parts ordered were returned. Moreover, it has been stated on several occasions by (CAPA) Certified Automotive Parts Association that they receive complaint forms on less than 2% of all their certified parts. This doesn't compare with our findings of 7.5%.

"Another key early finding is that 69% of the 64 non-OEM parts orders placed had at least one part returned," stated Risley. "If this statistic is validated after compiling more data, one could only guess the negative impact it is having on cycle time.

Of the parts that were returned, 88% were replaced with OEM parts. "We believe that this high percentage of lost sales will spur non-OEM parts manufacturers and distributors to look at ways of improving their respective businesses and capture those lost opportunities," said Risley.

Risley is quick to point out that the results of this effort simply provide data to analyze, but by no means is it meant to be misconstrued as a statistically valid sampling. He further states that in this type of situation, it is feasible for someone to focus on the weaknesses and not the positives.

SCRS hopes that publicizing the initial results will increase awareness and will prompt repairers all across the country to take the time to complete a survey on each and every aftermarket parts order for a short period of time.

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"If repairers spent a few minutes each time they ordered certified aftermarket parts for the next 30 days, we would be able to gather some very powerful data. This data would enable us to pinpoint supply chain issues and address them accordingly. All too often we hear people say "the parts were no good" and unfortunately, that is all the data supplied. We have a chance to work on the specifics - let's not let that pass us by," said Risley.

Repairers wishing to participate are asked to download the survey form on the website [www.scrs.com](http://www.scrs.com), contact the SCRS Administrative Office at (877) 841-0660 or e-mail to [scrs1@aol.com](mailto:scrs1@aol.com).

"Ultimately, SCRS hopes to identify areas where improvements can be made to the entire non-OEM supply chain that will benefit everyone involved," Risley continues, as "Working Together Is The Most Important Work We Do."

Through its direct members and 31 affiliate associations, SCRS is comprised of 5,000 collision repair businesses and 58,500 specialized professionals who work with consumers and insurance companies to repair collision-damaged vehicles. Additional information about SCRS including news releases is available at the SCRS web site: [www.scrs.com](http://www.scrs.com). You can e-mail SCRS at the following address: [scrs1@aol.com](mailto:scrs1@aol.com).

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